

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:
Case: 08-0472

ORIGINAL

Regarding a complaint by (Person making the complaint): Paul Pollock
Against (Utility name): Northern Illinois Gas
As to (Reason for complaint) OutRagous Bill Due to per gas Co. miss estimation
OF Bills

in Lexington Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is PO Box 81 Lexington IL 61753
The service address that I am complaining about is 25083 N Main Lot 48 Lexington, IL 61753
25091 N Main Lot 52 Lexington IL 61753
My home telephone is (309) 365-8385
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at []

My e-mail address is _____ I will accept documents by electronic means (e-mail) ☐ Yes ☒ No

(Full name of utility company) NORTHERN ILL. GAS (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? ☒ Yes ☐ No
Has your complaint filed with that office been closed? ☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

- Service at 25083 N Main Lot 48 Lexington, IL 61753
- ① Sept 07 Received gas Bill after 6 mos. Last Bill March 07 13.11 amount \$750.00
One Explain was Bill was from March 07 to Sept 07
Other Explain was that Gas Co Miss Estimated Bill over 06-07 winter
Made numerous Complaints to gas Co about Bill Finally made Payment Arrangements
even after making Payments Still got Calls from Gas Co to make Payment
all payments made along with current Bills
- ② May 08 called a Request Service transferred from Lot 48 to Lot 52 Gas Co
Slow about Reading Possible Today's Service New owner on my Bill when I
Received Bill it was \$362.00 again gas Co said Due to miss estimation Since turnover
to Collection Co And Bill added to current address Last Bill Received 381.57
- ③ Aug 08 offered \$200.00 Credit By Jennie Brock Nicorgas to drop my Complaint
I feel this will continue even if I read my meter every 2 mos
- Please clearly state what you want the Commission to do in this case: **NICORGAS needs to get their act together and get Accute Bills out also I feel they are Billing more Gas than I am using**

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: Aug 05 2008
(Month, day, year)

Complainant's Signature: Paul Pollock

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

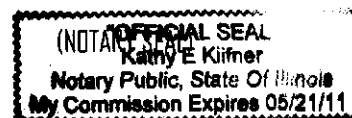
A notary public must witness the completion of this part of the form.

I, Paul Pollock, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Paul Pollock
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) Aug 5th, 2008

Kathy E. Kifner
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.